



## United Way 2-1-1 Information and Referral Database Inclusion/Exclusion Criteria

United Way 2-1-1 of Greater Kansas City follows the standard practices established by the Alliance of Information and Referral Systems (AIRS) for database inclusion/exclusion criteria.

1. The agency/service provider must provide a human service (see definition included at end of this document)
2. The agency/service provider must serve the residents of the I&R coverage region.
3. The agency/service provider must have been in existence more than 6 months in order to indicate a degree of permanence, unless either of the following is the case ( is an affiliate of an established service provider with multiple locations; or is the result of a community or coalition planning process)
4. The agency/service provider may be either government or non-profit 501-(C) 3. For-profit organizations and unincorporated groups meeting critical human service needs may also be included following review.
5. Services consistently and systemically tracked by another organization that gives referrals to the public may be included or excluded at the option of UWGKC (i.e. mental health practitioners in areas with a comprehensive mental health referral service).

### Examples of Inclusion/Criteria:

- Other agencies providing information and referral; including specialized I&R's
- Essential service agencies (food, shelter, clothing)
- Government agencies (local, state, Federal)
- Agencies located in bordering states if they serve residents of the I&R coverage region
- Advocacy organizations
- Self-help support groups (local, state, regional, national)
- Licensed for-profit and non-for-profit hospitals, long term and continuing care facilities, nursing homes, assisted living facilities, congregate housing, adult day services, child care, clinics, home health providers, congregate meal sites, food pantries, soup kitchens, community food banks
- Hotlines and other general and specialized information and referral services administered by not-for-profit organizations
- Consumer protection resources and basic business services that are government designated or contracted
- Educational resources
- National organizations serving residents in the information and referral coverage region
- Professional associations for health and human service providers
- Quasi-public/private agencies
- Public and private housing providers that offer subsidized or below market rent
- Organizations, such as faith-based and civic groups, that offer a service for the community at large which is not restricted to their members
- Social or fraternal organizations that perform a community service
- Chambers of Commerce
- Others as determined appropriate after review

### **Examples of Exclusion/Criteria:**

- Organizations which discriminate on the basis of ethnicity, age, gender, religion or similar factors
- Organizations engaged in illegal or fraudulent activities
- Agencies which misrepresent their services in any way, including non-delivery of listed services
- Individual practitioners
- Organizations and/or professionals which are not licensed, if service is in an area where licensing standards exist
- Political and issue-oriented groups such as pro-choice and pro-life, pro-gun and anti-gun control groups
- Faith community-based programs that provide services only to their own members
- National organizations with local chapters that directly administer services. The local chapter can be listed, and their affiliation may be noted in their description. However, if the national organization also delivers services to the public, it will also be listed.
- Organizations that exist solely to serve the clients of another service provider. For example, if a counseling service only serves clients of MO DFS under a contract, the counseling service will not be included.
- For-profit organizations that offer and charge for hotlines, other general and specialized information and referral, group therapy, support groups, etc.
- Trade associations
- Web site chat rooms
- For-profit home care businesses that offer homemakers, companions, chore assistance services; but that do not offer home health services such as nursing or home health aides
- Others as determined after review

### **Disclaimer:**

Special conditions may apply for agencies and or programs that serve vulnerable populations.

Inclusion of a program/service does not in any way represent or imply a determination or approval of the quality of those services.

Exclusion does not reflect on any organization's contribution to the community.

UWGKC may reserve the right to review an organization/program/service based on additional criteria such as: Board of Directors oversight, number of hours the telephone number is answered, whether there is at least one paid employee, etc.)

### **Definition of Human Services:**

The activities of human services professionals which help people become more self-sufficient, sustain independence, strengthen family relationships, support personal and social development and ensure the well-being of individuals, families, groups and communities. Specific human services include ensuring that people have access to adequate food, shelter, clothing and transportation; financial resources to meet their needs; consumer education and decision support, criminal justice or legal services; education and employment; health and mental health care including substance abuse services; and environmental protection; both routinely and in times of disaster or other emergencies. Human services also facilitate the capabilities of people to care for children or other dependents; ensure that protective services are available to those who are vulnerable; provide for the support of older adults and individuals with disabilities; offer social, faith-based, and leisure-time activities; provide for the cultural enrichment of the community; and ensure that people have the information they need to fully participate in community life.